



# Southern California Association of Governments

## Human Resources

818 West 7th Street, 12th Floor, Los Angeles, California 90017 • (213) 236-1910 • [www.scag.ca.gov](http://www.scag.ca.gov)

### **MANAGER OF MEMBER RELATIONS #296**

**Salary Range: \$82,743 – \$124,112 annually**

**Typical Hiring Range: \$82,743 - \$103,428 annually**

**Open Until Filled – First Review of Applications: Friday, October 13, 2006**

#### **ABOUT SOUTHERN CALIFORNIA ASSOCIATION OF GOVERNMENTS**

Forty years ago, cities and counties in the six-county Southern California region joined together to form the Southern California Association of Governments (SCAG) for the purpose of fulfilling federal intergovernmental planning mandates, including managing a “continuing, cooperation and comprehensive” regional transportation planning process. The six-county SCAG region includes Imperial, Los Angeles, Orange, Riverside, San Bernardino, and Ventura Counties, and 187 cities covering 38,000 square miles. While the geographical boundaries of the region have remained the same, the social and institutional landscapes have changed substantially. Fueling these dramatic regional changes has been an almost doubling of the population from 8.4 million to over 15 million people since SCAG’s formation.

Today, the region has grown to include five county transportation commissions, five regional air quality management districts, sub-regional councils of governments, many new cities, and several more transit operators. In addition to the six counties, 161 of the 187 cities in the region are member agencies of SCAG. SCAG represents the 10<sup>th</sup> largest world economy and is the largest regional planning agency in the nation. As a result, the state and federal governments over the years have expanded SCAG’s original mission by assigning additional regional policy setting responsibilities in the areas of transportation, air quality, housing, water quality, and solid waste disposal planning, among others.

Decision-making occurs through SCAG’s Regional Council, a governing body composed of 76 city and county elected officials and transportation commissioners. The agency also works in close partnership with its federal and state funding partners, Federal Highway Administration, Federal Transit Administration, Federal Aviation Administration, California Department of Transportation, as well as with fourteen sub-regional Councils of Governments (COGs) that represent SCAG’s member cities and counties.

SCAG is known to be a “window on the world” due to their responsibilities for planning for regional aviation, traffic congestion and air quality, population growth, housing and the movement of goods in the largest regional planning area in the nation. Please visit our website at [www.scag.ca.gov](http://www.scag.ca.gov) for more information.

#### **THE LOCATION**

SCAG headquarters is located in bustling downtown Los Angeles in the former, beautifully refurbished, Barker Brothers Furniture Building and offers a year-round Mediterranean climate. The area is known for its cultural venues, sports centers, garment and jewelry district, high-rise buildings, shopping, tourist attractions, fine restaurants, zoos, and museums. There are also four architecturally and

musically acclaimed theater complexes. Los Angeles is the home to such professional sports organizations as the L.A. Lakers, Dodgers, Clippers, Sparks, and the Kings. L.A. is easily accessible by Metrolink train, underground Metro, and bus.

#### **THE DEPARTMENT**

The new department director has worked with staff to develop a new organization structure consisting of four divisions: Communications, Member Relations, Legislative Analysis and Legal Services. These divisions are responsible for media relations, public affairs, public and community involvement, member services, sub-regional relations, federal/state legislative analysis, Regional Council support, and legal analysis and support.

#### **THE POSITION**

The Manager of Member Relations is responsible for planning and overseeing communications and outreach to partners and constituencies. There are currently four employees assigned to the division who are responsible for a specific area within SCAG’s region.

#### **Examples of Important and Essential Responsibilities**

- Assume management responsibility for all Member Relations services and activities.
- Manage and participate in the development and implementation of goals, objectives, policies, and priorities for Member Relations division programs; recommend, within departmental policy, appropriate service and staffing levels; recommend and administer policies and procedures.
- Plan, direct, supervise, coordinate, and review the work plan for the Member Relations Division; meet with staff to identify and resolve problems; assign work activities, projects, and programs; monitor work flow; review and evaluate work products, methods, and procedures.
- Develop strategies to improve SCAG’s relationships, outreach efforts and overall communications with regional members.
- Present to executive management concerns and issues of various regions; supervise the follow-up on meetings, correspondence, and reports.
- Communicate policy, plans, and programs through discussions and presentations to various organizations including local government, key community and interest groups, and staff of congress members and the state legislature.
- In concert with other division managers, oversees the outreach efforts related to major SCAG initiatives such as Regional Transportation Plan, Compass, etc.
- Assist subordinate staff with sub-regional relations and conflict resolution.
- Develop strategies to increase SCAG membership.

- Participate on a variety of committees and task forces; attend and participate in professional group meetings.
- Develop contract scopes of work, budgets, and performance/product schedules for consultants
- Respond to and resolve difficult and sensitive inquiries and complaints.
- Maintain positive relations with SCAG employees, elected officials, SCAG's partners, and others.

#### IDEAL CANDIDATE TRAITS

- SCAG is desirous of attracting an experienced manager with previous public sector experience in public relations and communications.
- This manager should be at ease in the political arena and able to work collaboratively with SCAG partners, elected officials and community interest groups.
- Experience and knowledge of regional transportation and housing issues is highly desired.
- A proven history as effective people manager, consensus builder, and a team player with other managers
- Skilled at providing out-front and behind the scene leadership.
- Unquestionable integrity and the ability to inspire confidence in resolving regional challenges.

#### Education and Experience Requirements:

A Bachelor's degree in communications, public relations, public administration, or a related discipline is required. A Master's degree is preferred.

Equivalent to eight years of responsible communications and public outreach experience working with elected officials including two years of management and supervisory experience is required.

Ability to travel to different sites and locations; possession of, or ability to obtain, an appropriate, valid driver's license.

**Knowledge of:** Public relations, media advocacy and community affairs; organizational and management practices as applied to analysis, evaluation, development, and implementation of public outreach programs, policies, and procedures; grass roots organizing concepts and techniques; principles and ethics of legislative advocacy; budget preparation/administration principles and practices; operational characteristics, services, and activities of a outreach program; organizational and management practices as applied to the analysis and evaluation of public relations programs, policies, and operational needs; principles of supervision and training; community political organizing techniques; trends in transportation, housing and environmental issues; state and federal legislative processes and procedures; research and reporting methods.

**Skill to:** Operate modern office equipment including computer equipment and software; operate a motor vehicle safely.

**Ability to:** Speak, write and communicate effectively; prepare and present clear and concise presentations; provide administrative and professional leadership and direction for the Member Relations Division; manage, direct, and coordinate the work of professional, technical, and administrative personnel; identify and respond to community and Regional Council issues, concerns, and needs; analyze problems; identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals; research, analyze, and evaluate new service delivery methods, procedures, and techniques; prepare and administer budgets; prepare clear and concise administrative and financial reports; interpret and apply the policies and procedures.

#### APPLICATION AND SELECTION PROCEDURE

Applicants **should submit a completed SCAG application to:**

**Southern California Association of Governments**  
Attn: Human Resources Office  
818 West 7<sup>th</sup> Street, 12<sup>th</sup> Floor, Los Angeles, CA 90017  
(213) 236-1910 (213) 630-1493 fax  
[www.scag.ca.gov](http://www.scag.ca.gov)

Applications will be accepted on a continuous basis until SCAG's needs are met. This recruitment may close at any time without prior notice.

All completed application materials will be reviewed. A limited number of the most qualified candidates will be selected to participate in the selection process based on the application, resume, and other written information submitted which clearly demonstrates the relevant breadth and depth of applicable training, experience, and education for the position. Selection process may include a written problem, oral presentation, panel interview, and/or other testing as deemed appropriate. All applicants who meet the minimum qualifications are not guaranteed advancement through subsequent phases of the examination process.

#### EMPLOYMENT INFORMATION

- Before employment, applicants will be required to provide documentation that verifies their proof of eligibility to work in the United States.
- Reference checking will be done prior to hire. A thorough background check including a review of criminal history, DMV report, and financial history may be conducted for certain classifications.
- Pre-employment medical and drug screening may be required prior to hire.
- Supervisor, manager and director positions are employed through an annual contract.

#### EMPLOYEE PROGRAMS AND BENEFITS

- **Insurance Coverage:** Employees participate in a cafeteria plan in which they may choose from two HMO and two PPO CalPERS health plans, two dental plans and a vision plan. SCAG contributes \$720/month towards insurance premiums with the cost difference paid out in cash. Life insurance, in the amount of \$150,000 is provided by SCAG. Short term and long term disability insurance plans are provided by SCAG.
- **Retirement:** Employees become members of the Public Employees' Retirement System (PERS) 2% @ 55 plan. SCAG pays the employee's 7% contribution. ICMA and MetLife 457 deferred compensation plans are available and SCAG provides a match of 3% of yearly salary up to \$3,500 per year. Employees do not pay Social Security.
- **Holidays:** A total of 13 paid holidays – 9 designated and 4 floating – are provided annually.
- **Vacation:** Ten to twenty days per year.
- **Sick Leave:** Employees accrue sick leave at the rate of one day per month.
- **Health, Dependent Care, & Parking Reimbursement Account:** A tax-exempt savings plan is offered to pay eligible expenses associated with health, dependent care, & parking.
- **Rideshare/Transportation Incentive Program:** SCAG pays up to \$155 per month towards bus, vanpool, or Metrolink pass or up to \$35 per month for ridesharing. To receive this benefit, employees must utilize one of the listed options at least 13 days per month.
- **Flexible Time/Modified Work Week:** Some employees may work a modified 9-80 work schedule, with every other Friday off. SCAG offers a flexible work schedule to allow employees some flexibility on daily work hours.
- **Other Benefits:** SCAG offers credit union membership in the E-Central Credit Union. Employees may have their paychecks automatically deposited. A tuition reimbursement program is offered to employees.

#### EQUAL EMPLOYMENT OPPORTUNITY

SCAG is an equal employment opportunity employer. All personnel policies and programs are administered without regards to race, color, religion, political belief, age, national origin, sex, disability, cultural background, or sexual orientation. If you require assistance to participate in this recruitment, please call the Human Resources Office at (213) 236-1931.